



Business Performance Model Checklist

This checklist helps the team to achieve very clear definitions of metrics before the detailed design activities begin. The Performance Model should define a common, consistent set of performance metrics. It is very important to understand the organization that will be measured both broadly and in detail. The risk of defining incorrect performance indicators cannot be underestimated. Defining metrics is a difficult but very important task. Keep in mind that "What's measured gets done" and "People will consistently react on how they are measured." When defining measures, make sure they are properly reviewed before communicating them. The checklist assists the team in considering some of the pitfalls to defining performance measures.

I. IPT Name:		
II. Deliverable Name: Business Performance Model Checklist		Date Completed:
III. Contact Information		
	Name	Channel Unit
IPT Sponsor		
Channel Task Manager		
CIO Task Manager		
Contractor Task Manager		
IV. Task Order Number:		

Checklist Item	Yes/ No	Comments
1. Can you gather the data that you want without a major cost? High costs could be due to a very time-consuming exercise, or to a major program change required to gather the right data.		
2. Are all the performance indicators in line, not conflicting?		
3. Do you follow and meet all requirements defined in the business capability requirements?		
4. Will the receiver of the follow-up understand the performance indicators?		
5. Do you want a fast-reacting or slow-reacting performance indicator, or both? A longer measurement period will normally give a		



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Checklist Item	Yes/ No	Comments
smoother development of the performance indicator.		
6. How many performance indicators should be defined? If you send too many performance indicators to the same receiver, there is a risk that they will lose the focus.		
7. Will the performance indicator measure the right thing every time? (For example, a change in the product or the service mix can have a major impact on the performance indicator.)		